



Jim Doyle
Governor

Helene Nelson
Secretary

State of Wisconsin
Department of Health and Family Services

DIVISION OF SUPPORTIVE LIVING

BUREAU OF QUALITY ASSURANCE
2917 INTERNATIONAL LANE, SUITE 300
MADISON WI 53704

Telephone: 608-243-2024
FAX: 608-243-2045
www.dhfs.state.wi.us

DATE: March 18, 2003

DSL-BQA 03-005

TO: Home Health Agencies
Hospices
Hospitals
Certified Mental Health and AODA

HHA 02
HSPC 03
HOSP 03
CMHA 01

FROM: Jane Walters, Chief
Health Services Section

Via: Susan Schroeder, Director
Bureau of Quality Assurance

Health Services Section Complaint Contact Information

The Health Services Section of BQA moved on February 3, 2003. The new direct mail address is: 2917 International Lane, Suite 300, Madison, WI 53704. While mail sent to P.O. Box 2969, Madison, WI 53701-2969 will be forwarded to the new address, delays may occur in the transfer of mail. Providers are encouraged to use the street address.

Hospitals are required to furnish patients with the name and address of BQA so that patients may file a complaint regarding alleged violations of the Medicare Conditions of Participation or of the State Administrative Code governing hospitals, Chapter HFS 124. Hospitals should amend information furnished to patients to reflect that the hospital complaint contact telephone number is now: (608) 243-2024.

The home health hot line number for HHA and hospice complaints has not changed. It remains 1-800-642-6552. HHAs and hospices may amend the street address given in the DHFS patient rights brochure, pending production of an updated DHFS patient rights brochure for home health and hospice clients.

E-mail addresses for HSS surveyors, licensing/certification specialists, managerial and support staff have not changed.

Complaints alleging noncompliance with regulations governing provision of mental health and AODA services that are enforced by the Program Certification Unit should continue to be directed to the regional licensing/certification specialists. A table for Program Certification Unit contacts follows:

PROGRAM CERTIFICATION UNIT

STAFF	PHONE NUMBERS/ EMAIL ADDRESS	OFFICE ADDRESS	COUNTIES ASSIGNED
Supervisor Mark Hale	PHN 608-243-2087 FAX 608-243-2045 HaleMD@dhfs.state.wi.us	Southern Regional Office 2917 International Lane, #300 Madison, WI 53704	All
Support Staff Bid Webb Jenny Strei	FAX 608-243-2045 PHN 608-243-2025 WEBBME@dhfs.state.wi.us PHN 608-243-2065 StreiJM@dhfs.state.wi.us	Southern Regional Office 2917 International Lane, #300 Madison, WI 53704	All
Rick Ruecking	PHN 608-243-2055 FAX 608-243-2045 RUECKRB@dhfs.state.wi.us	Southern Regional Office 2917 International Lane, #300 Madison, WI 53704	All
Frank Bellaire	PHN 920-448-5311 FAX 920-448-5306 BellaFM@dhfs.state.wi.us	Northeastern Regional Office 200 N. Jefferson, Suite 411 Green Bay, WI 54301-5101	Brown, Calumet, Door, Fond du Lac, Green Lake, Kewaunee, Manitowoc, Marinette, Marquette, Menominee, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara, Winnebago
Steve Ojibway	PHN 715-365-2564 FAX 715-365-2815 OjibwSJ@dhfs.state.wi.us	Northern Regional Office 1853 N. Stevens, Suite B Rhineland, WI 54501	Ashland, Bayfield, Florence, Forest, Iron, Langlade, Lincoln, Marathon, Oneida, Portage, Price, Sawyer, Taylor, Vilas, Wood Out-of-state Michigan
Mark Isaacs	PHN 414-227-3963 FAX 414-227-4139 IsaacMW@dhfs.state.wi.us	Southeastern Regional Office 819 N. 6 th Street, Room 210 Milwaukee, WI 53203	Jefferson, Kenosha, Ozaukee, Racine, Walworth, Washington, Waukesha, Out- of-State Illinois-East of Rock County
Horst Schmidt	PHN 414-227-4855 FAX 414-227-4139 SchmiHK@dhfs.state.wi.us	Southeastern Regional Office 819 N. 6 th Street, Room 210 Milwaukee, WI 53203	Milwaukee
Vacant N.B. Mumford	PHN 608-243-2467 PHN 608-242-5491 FAX 608-243-2389 MumfoNB@dhfs.state.wi.us	Southern Regional Office 2917 International Lane, #300 Madison, WI 53704	Adams, Columbia, Crawford, Dane, Dodge, Grant, Green, Iowa, Juneau, Lafayette, Richland, Rock, Sauk, Out-of- State Illinois-West of Walworth County
Rod Senn	PHN 715-836-2290 FAX 715-836-2535 SennRJ@dhfs.state.wi.us	Western Regional Office 610 Gibson Street, #1 Eau Claire, WI 54701-3687	Burnett, Douglas, Dunn, Eau Claire, La Crosse, Pierce, Vernon, Washburn, Out- of-State Minnesota-North of St. Croix County
Polly Wong	PHN 715-836-3892 FAX 715-836-2535 WongKL@dhfs.state.wi.us	Western Regional Office 610 Gibson Street, #1 Eau Claire, WI 54701-3687	Barron, Buffalo, Chippewa, Clark, Jackson, Monroe, Pepin, Polk, Rusk, St. Croix, Trempealeau, Out-of-State Minnesota-South of Polk County